SonicWALL / Aventail Connect Tunnel Client 10.6 User Guide

SonicWALL® E-CLASS

SONICWALL®

DYNAMIC SECURITY FOR THE GLOBAL NETWORK™

Aventail™

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About SonicWALL Aventail Connect Tunnel

The Aventail Connect client is a Windows client component of the SonicWALL Aventail E-Class Secure Remote Access (SRA) solution, which enables secure, authorized access to Web-based and client/server applications, and Windows file shares.

Overview of Aventail Connect

The Aventail Connect client enables you to connect to network resources that are protected by the SonicWALL Aventail E-Class SRA appliance.

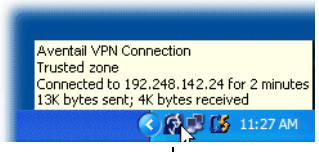
Resources Available from Aventail Connect

Aventail Connect enables you to securely access the following types of resources:

Resource type	Description
Client/server resources	Client/server applications, thin client applications, and terminal services, such as Microsoft Outlook, Citrix, and Windows Terminal Services.
Web sites and applications	Web content and Web-based applications that can be accessed through a browser, such as Microsoft Outlook Web Access, Domino Web Access, and general Web sites (such as intranets).
Windows network shares	Shared Windows folders and files through Windows Network Neighborhood, and mapped drives.

How to Tell if Aventail Connect is Running

When Aventail Connect is running and connected to the VPN, an icon may appear in the taskbar notification area. If you pause on the icon with your cursor, connection status information will appear:



Aventail Connect icon

You can configure Aventail Connect to not display this during active connections; for more information, see “Configuring General Settings” on page 6.

You can also verify the state of the Aventail Connect VPN connection in the Windows **Network Connections** window.

▶ **To view connection status information**

1. On the **Start** menu, click **Control Panel**. Continue with the following steps depending on your operating system.

- Windows XP and 2000: Click **Network Connections**. The **Network Connections** window appears.
- Windows Vista: Click **Network and Sharing Center**, and then click **Manage network connections**. The **Network Connections** window appears.
- Windows 7: Click **Network and Internet**, then click **Network and Sharing Center**, and then click the **Connect to a network** link. This displays all available wireless, wired, dial-up, and VPN connections.

2. On the **View** menu, click **Details**.
3. In the **Dial-up** section, view connection status information for the Aventail Connect connection. (Note that your administrator may have customized the name of this application.)

If Aventail Connect experiences a temporary network interruption, a red circle with an X appears on the Aventail Connect icon in the taskbar notification area. If the network connection is reestablished, the red circle with the X disappears and the Aventail Connect icon returns to its normal state.

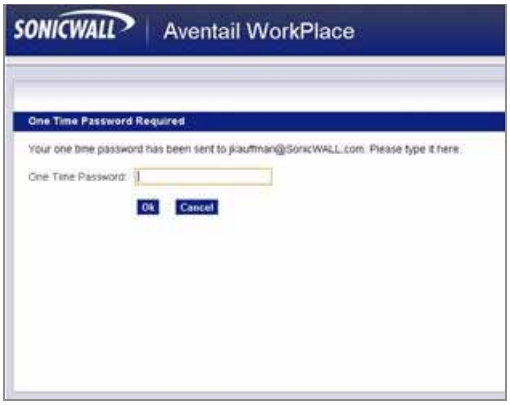
Running Aventail Connect

This section describes how to run the Aventail Connect client.

Downloading Aventail Connect

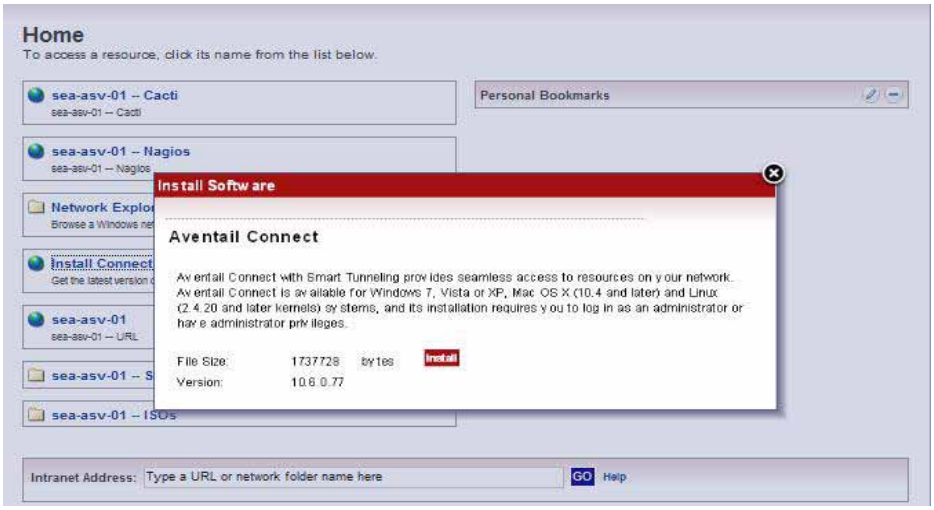
Aventail Connect can be downloaded from the Aventail WorkPlace menu. You must have administrator privileges to install the software. Your administrator will make it available to you.

Log in to Aventail WorkPlace. Depending on your configuration, you might be issued a one-time password by your administrator, that will allow you to download Connect Tunnel.



Enter the password that was sent to you. The Aventail Workplace application will come up. You will now be able to download the software.

In Aventail WorkPlace, click the entry for **Install Connect Tunnel**.


Home
To access a resource, click its name from the list below.
sea-asv-01 -- Cacti
Personal Bookmarks
sea-asv-01 -- Nagios
Install Software
Aventail Connect
Aventail Connect with Smart Tunneling provides seamless access to resources on your network.
Aventail Connect is available for Windows 7, Vista or XP, Mac OS X (10.4 and later) and Linux
(2.4.20 and later kernels) systems, and its installation requires you to log in as an administrator or
have administrator privileges.
File Size: 1737728 bytes
Install
Version: 10.6.0.77
sea-asv-01
sea-asv-01 -- ISOs
Intranet Address:
Type a URL or network folder name here
GO
Help

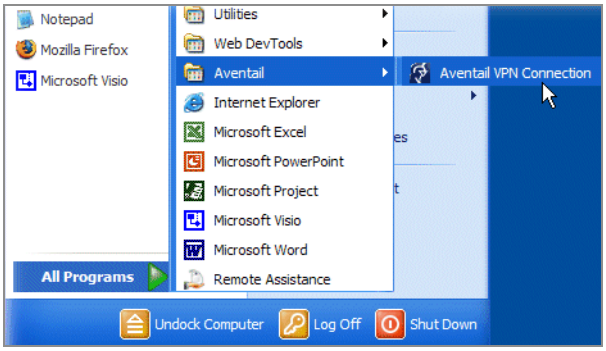
Click **Install**. When the installation is complete, log out of Workplace.

Starting Aventail Connect

To access network resources through Aventail Connect, you must first verify your identity. This ensures that only authorized users can access protected network resources. The credentials used to verify your identity typically consist of a username and password (or passcode). Depending on the resources, you may also need to enter a one-time password and/or accept an Acceptable Use Policy.

▶ To start Aventail Connect

1. Click the **Start** button, point to **All Programs**, point to **Aventail**, and then click the name of the Aventail Connect connection. (Your administrator may have customized the name of this application.)



2. You will see an initial login screen.

3. In the Aventail Connect login dialog box, enter your authentication credentials. Depending on how your administrator has configured Aventail Connect, you may see a combination of these prompts:
   - Type your username in the **Username** box.
   - In the **Password** or **Passcode** box, type your password or passcode. (Passwords may be case-sensitive. Make sure the Caps Lock or Num Lock keys are not enabled.)
   - Enter a one-time password that was sent to you by your administrator.
   - If a client certificate is required for authentication, the **Certificate** list displays the ones on your device that match the certificate authority (CA) used by the authentication server. Often there will be only one listed.
4. If an Acceptable Use Policy is displayed, click **Accept** to accept it.
5. Click **Connect**.

The Aventail Connect icon appears in the taskbar notification area, indicating that Aventail Connect is running and connected to the VPN.

Your login may not be exactly the same as that shown above. Your administrator could send you a login that allows you to connect to a specific network.

Note: In the Aventail Connect login dialog box, you can click Properties to display the Aventail Connect Properties dialog box, where you can initiate a different connection or change program preferences. For more information, see "Configuring Aventail Connect Settings" on page 5.

Specifying a Login Group

Aventail Connect enables you to log in to different groups if necessary (for example, if you alternate between logging in to the "Sales" group and the "Marketing" group). You may need to provide different authentication credentials for each login group.

You must specify a login group each time you initiate a connection to your VPN. This option is available only when Aventail Connect is offline (that is, when not connected to your VPN). You must have administrator privileges on your computer in order to change this setting.

▶ **To specify the login group**

1. In the Aventail VPN Connection login dialog box, click **Properties**.
2. Click the **Connection** tab, and then, to the right of the **Login group** box, click **Change**. The **Aventail VPN Connection Login Groups** dialog box appears and displays the current list of login groups.
3. In the **Select or enter your login group** box, select or type the name of the login group you want to log in to. If the correct login group does not appear in the list, click **Refresh** to update the list of available login groups.

Depending on how your administrator configured Aventail Connect, some login groups may not appear in the list; however, you can still log in to a “hidden” login group (if you are authorized to do so) by typing its name in the **Select or enter your login group** box.

4. Click **OK**.

Processing Server Certificates

Some VPN configurations require that you accept a server certificate before you can gain access to a protected network resource. A server certificate is essentially a digital signature that verifies a server’s identity.

If you access a network resource that uses a server certificate, Aventail Connect may display the certificate. You must then verify that the server certificate is from a trusted source before accepting it.

Because anyone can issue a certificate, you should accept certificates only from trusted sources. Otherwise, the information you receive may be invalid. If you have any concerns about whether to accept a certificate, check with your administrator.

▶ **To process a server certificate**

1. When a trusted certificate appears, verify that the certificate is associated with the correct server.
2. Accept or reject the certificate:
   - If you click **Reject**, your connection is not established.
   - If you click **Accept**, the certificate is accepted as valid, and the login process will continue.

   Similarly, you may be asked to accept a license agreement or Acceptable Use Policy.

Quitting Aventail Connect

This section describes how to quit the Aventail Connect client with Smart Tunneling. Note that quitting Aventail Connect will end your VPN session and disconnect you from the remote network.

▶ **To quit Aventail Connect**

In the taskbar notification area, right-click the Aventail Connect icon, and then click **Disconnect**.

Configuring Aventail Connect Settings

This section describes how to view and configure the Aventail Connect client with Smart Tunneling settings. You must have administrator privileges on your computer in order to change any of these settings.

Viewing Current Aventail Connect Settings

This section describes how to view the current settings for Aventail Connect.

▶ **To view current Aventail Connect settings**

1. On the **Start** menu, click **Control Panel**. Continue with the following steps depending on your operating system.

- Windows XP and 2000: Click **Network Connections**. The **Network Connections** window appears.
- Windows Vista: Click **Network and Sharing Center**, and then click **Manage network connections**. The **Network Connections** window appears.

2. In the **Dial-up** section, right-click the name of the Aventail Connect connection (your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.

3. Review the information on the **Connection** and **About** tabs:
   - Click the **Connection** tab to view the current connection settings.
   - Click the **About** tab to view basic information about the application.
   - Click **File Info** on the **About** tab for more detailed information.

Configuring General Settings

This section describes how to configure general settings for Aventail Connect.

▶ **To configure general Aventail Connect settings**

1. On the **Start** menu, click **Control Panel**. Continue with the following steps depending on your operating system.
   - Windows XP and 2000: Click **Network Connections**. The **Network Connections** window appears.
   - Windows Vista: Click **Network and Sharing Center**, and then click **Manage network connections**. The **Network Connections** window appears.
   - Windows 7: Click **Network and Internet**, then click **Network and Sharing Center**, and then click the **Connect to a network** link. This displays all available wireless, wired, dial-up, and VPN connections.
2. In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.
3. Click the **Connection** tab, and configure the Connection settings as necessary:
   - To display a status bar during the connection process, select the **Display progress while connecting** check box.
   - To display the Aventail Connect icon in the taskbar notification area during active connections, select the **Show icon in notification area when connected** check box.
   - To display a notification if the network connection is experiencing limited or no connectivity, select the **Notify me when this connection has limited or no connectivity** check box.
   - To display a prompt to establish a new connection if network connectivity is lost, select the **Prompt to connect if connection is lost or dropped** check box.
4. Click **OK**.

Connecting to a Different VPN

This section describes how to specify a different VPN to connect to.

▶ **To specify the host name or IP address of the VPN**

1. On the **Start** menu, click **Control Panel**. Continue with the following steps depending on your operating system.
   - Windows XP and 2000: Click **Network Connections**. The **Network Connections** window appears.
   - Windows Vista: Click **Network and Sharing Center**, and then click **Manage network connections**. The **Network Connections** window appears.
   - Windows 7: Click **Network and Internet**, then click **Network and Sharing Center**, and then click the **Connect to a network** link. This displays all available wireless, wired, dial-up, and VPN connections.
2. In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.
3. Click the **Connection** tab, and then, in the **Host name or IP address of the VPN** box, type the host name or the IP address of the VPN you want to connect to.
4. Click **OK**.

Configuring Connections

This section tells how to specify additional connections.

Clicking the **Properties** button on the login menu takes you to the **Connections** tab, which contains the list of connections and their associated properties, along with operations for modifying, adding, and deleting connections.

On the **Connections** tab is the Connections list: a list of up to 5 connections configured for this client machine. Selecting one item from the list populates all data fields under the **Properties** section for both the **Connection** and **Settings** tabs.

Custom Connection is a custom connection you can use to modify and/or connect to an appliance to pull down the administrator-defined list of custom connections.

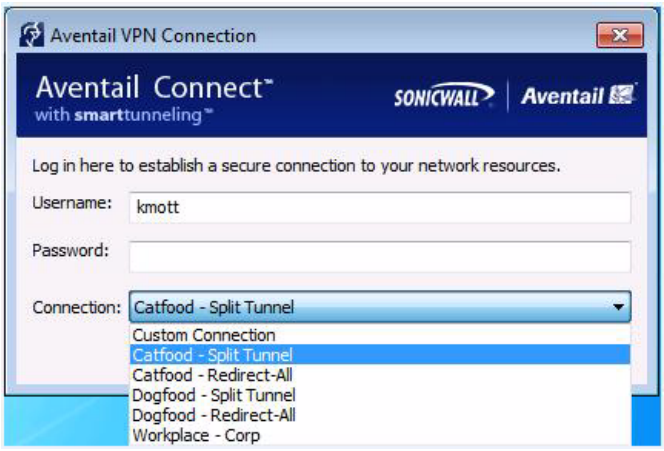
The **Properties** section is hidden for AMC Administrator defined connections, visible for Custom Connection.

The **Connection** tab contains general parameters for the selected connection.

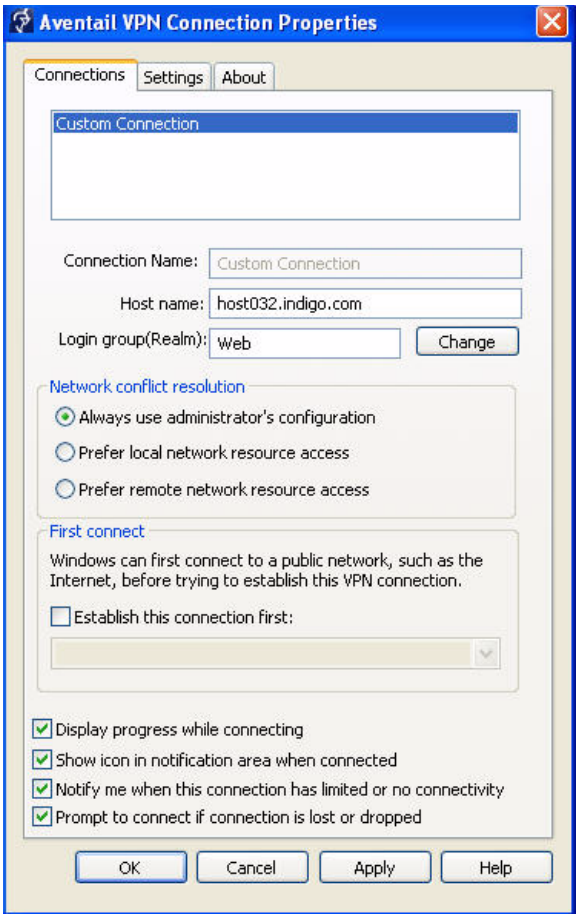
Connection Name shows a user-friendly name for the connection, used in the connection display list. It is disabled for Custom Connection.

Configuring a Custom Connection

The login for your Aventail Connect may have the option for custom connections. In this case, **Custom Connection** is available in the **Connection** menu.



If **Custom Connection** is selected, clicking the **Properties** button brings up the **Connections parameters** menu.



This tab displays information about the Host name and Login group. If you wish to change login groups, clicking **Change** will allow you to choose from a list of your current login groups. If no other groups are available, click **Cancel** to return to the Connections menu.

The **Network Conflict Resolution** section allows you to choose what type of network conflict resolution should be performed. If Network Conflict Resolution is administrator controlled by community settings, this section is not available.

First Connect allows you to establish an Internet connection prior to establishing a VPN connection. This is most often used when establishing connections by running dialup over VPN. If used, choose from the drop-down list of connections.

Display progress while connecting is an option that controls whether or not to display the logon sequence messages while the connection is being established. This includes, but is not limited to: Authentication, EPC Checks and VPN Establishment.

Show icon in notification area is an option that lets you specify whether or not the Aventail VPN Connection icon (Knight head) is displayed in the Windows system tray.

Notify me when this connection has limited or no connectivity is an option that lets you see messages about possible connection problems (slowness, packet loss, etc.) that may be incurred while Connect Tunnel is running.

Prompt to connect if connection is lost or dropped is an option that controls whether or not the Aventail VPN Connection window (CTW-1) pops back up if the connection is dropped or lost for any reason.

When finished making your choices, click **OK**. Connect Tunnel saves the current configuration and closes the Connections window.

Establishing an Initial Network Connection

In some cases, you may need to establish a network connection before you can connect to the VPN; this is usually necessary only if you use a dial-up connection to connect to the Internet. This section describes how to configure a connection that must be established before you connect to the VPN.

▶ **To configure a first connection**

1. On the **Start** menu, click **Control Panel**. Continue with the following steps depending on your operating system.
   - Windows XP and 2000: Click **Network Connections**. The **Network Connections** window appears.
   - Windows Vista: Click **Network and Sharing Center**, and then click **Manage network connections**. The **Network Connections** window appears.
   - Windows 7: Click **Network and Internet**, then click **Network and Sharing Center**, and then click the **Connect to a network** link. This displays all available wireless, wired, dial-up, and VPN connections.
2. In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.
3. Click the **Connection** tab and then, under **First connect**, select the **Establish this connection first** check box.
4. From the list, select the connection that must be established first, and then click **OK**.

Updating the Aventail Connect Software

Your network administrator may issue software updates when a new version of the Aventail Connect software becomes available, or when your network requirements change. Your administrator determines whether to make software updates available to you, and when.

If your administrator has enabled Aventail Connect software updating, an alert appears during the login process whenever an Aventail Connect update is ready for download.

▶ **To download and install a software update**

During login, if the **Aventail Connect Software Update** dialog box appears and indicates that a software update is available. The available options depend on how your administrator has configured software updating:

- Click **Update** to immediately download and install the software update. If you select this option, the software update will be installed, and then the login process will continue.
- Click **Remind Me Later** to postpone the software update and continue logging in. If you select this option, Aventail Connect will reprompt you (once per day) until you download and install the update by clicking **Update**. Depending on how your administrator has configured Aventail Connect, this option may be unavailable.
- Click **Cancel** to cancel the software update and the login process.

Troubleshooting

This section describes how to troubleshoot basic Aventail Connect Tunnel client problems. If you are having trouble connecting to your VPN, or accessing local or remote network resources, see if your problem is addressed by the following. If the problem persists, contact your system administrator.

Unable to Connect

Here are a few items to check if you are having trouble connecting to your VPN:

- Make sure that Aventail Connect is running and actively connected to the network. For more information, see “How to Tell if Aventail Connect is Running” on page 1.
- Verify in the Aventail Connect **Properties** dialog box that you are initiating a connection to the correct host name or IP address. For more information, see “Connecting to a Different VPN” on page 6.
- Verify in the Aventail Connect **Properties** dialog box that you are initiating a connection to the correct login group. For more information, see “Specifying a Login Group” on page 4.
- If you use a personal firewall, you may need to configure the firewall before you can access your VPN. To do this, configure the firewall to allow *ngvpnmgr.exe* traffic to access the Internet, and add the VPN’s host name or IP address as a trusted host or zone.
- Authentication may require that you have a particular client certificate on your device. If you make changes to the certificates installed on your computer between logon attempts, update the list presented during login by clicking **Refresh**.

Unable to Access Resources or the Internet

Your device may have been classified into the wrong security zone:

- Your administrator may ask you to confirm the security zone into which you have been classified. If security zones have been configured, you can view your current zone by pausing on the Aventail Connect icon in the taskbar notification area with your cursor.

When requests for resources or Internet access are received from clients by the appliance, they can be handled a few different ways. Your administrator makes this configuration choice in AMC:

- In *split tunnel* mode, only traffic destined for resources that have been specified in AMC is redirected to the appliance, and all other traffic is routed as normal. In other words, your administrator sets up a list of resources that are kept secure because they are accessible only through the appliance, but you have open access to anything that’s not spelled out in the resource list (for example, other Internet sites).
- In *redirect all* mode, which is the more secure (and restrictive) approach, all traffic is redirected through the appliance: you are not allowed to access anything that is not in the list of allowed resources.
- Your administrator can opt to give you access to local printers and file shares, regardless of the tunnel mode.

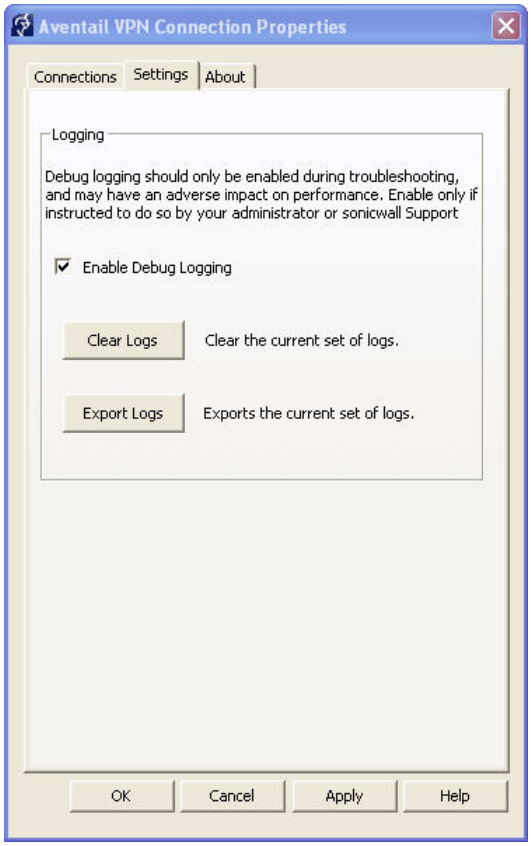
If you are having trouble accessing resources, your administrator may instruct you to make a change in the Aventail VPN Connection **Properties** dialog box, on the **Settings** tab. The **Network conflict resolution** options are available only when your administrator has configured you for split tunnel mode. If you need to make a configuration change, it must be done while the Connect Tunnel is disconnected.

For example, let’s say you have a host resource—a Web server—with an address of 192.168.230.1. You are on a business trip and the printer you want to use is on a local network at a conference center, and it uses that same address. You are using a realm that is configured for split tunnel mode, and your administrator has opted to give you access to local printers and file shares. To enable you to print at the conference center, your administrator may instruct you to open the Aventail VPN Connection **Properties** dialog box, click the **Settings** tab, and then click **Prefer local network resource access** for your session.

Working With Logs

You may need to respond to an administrator request to enable debug logs, to reproduce a problem, or download logs for another reason.

1. To enable logging, click the **Properties** button.
2. Click on the **Settings** tab.


Aventail VPN Connection Properties
Connections
Settings
About
Logging
Debug logging should only be enabled during troubleshooting, and may have an adverse impact on performance. Enable only if instructed to do so by your administrator or sonicwall Support
Enable Debug Logging
Clear Logs
Clear the current set of logs.
Export Logs
Exports the current set of logs.
OK
Cancel
Apply
Help

3. First, clear the existing log by clicking **Clear Logs**, the **Apply**. Check the box for **Enable Debug Logging** and click **OK**. Let the log run for the specified time. The log will be named according to the formula:

   AvConnect-YYYYMMDD_at_HHMMSS.txt

4. When you want to export the log, come back to the **Settings** tab, click **Export Logs** and **OK**.

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